

EAI Architecture Availability Summary  
January - April 2003

Start Date of Period	01/01/03
End Date of Period	04/25/03
Total Number of Days in Period	115
Total Number of Hours in Period	2760
Total Number of Sundays in Period	16
Total Number of Mondays in Period	16

Component			DI Queue Manger	Total <sub>MW</sub> (hours)	Total <sub>O</sub> - EAI Related Outages (hours)	Total <sub>O</sub> - Total (EAI + Other) Outages (hours)	% Availability EAI Related Outages	% Availability Total (EAI + Other) Outages
EAI Bus 1	EAIP1	SU35E14	N/A	96	0.0	0.0	100.0%	100.0%
EAI Bus 2	EAIP2	SU35E3	N/A	96	6.8	11.9	99.7%	99.6%
Source System		Target System						
Central Processing System	CPS	COD	EAIP1	32	0.0	0.0	100.0%	100.0%
Common Origination & Disbursement	COD	CPS	EAIP2	96	6.8	6.8	99.7%	99.7%
Common Origination & Disbursement	COD	DLSS	EAIP2	96	6.8	6.8	99.7%	99.7%
Common Origination & Disbursement	COD	NSLDS	EAIP2	96	6.8	6.8	99.7%	99.7%
Common Origination & Disbursement	COD	SAIG	EAIP1	96	0.0	0.0	100.0%	100.0%
Direct Loan Servicing System	DLSS	CMDM	EAIP2	96	6.8	6.8	99.7%	99.7%
eCampus Based	eCB	FMS	EAIP2	96	6.8	6.8	99.7%	99.7%
FAFSA 7.0	FAFSA	CPS-FAFSA	N/A	32	0.0	14.1	100.0%	99.5%
Financial Management System	FMS	COD	EAIP2	96	6.8	6.8	99.7%	99.7%
Lender Reporting System (LaRS)	LaRS	NSLDS	EAIP1	96	0.0	0.0	100.0%	100.0%
Loan Origination Web (LOWeb)	LOWeb	COD	N/A	288	0.0	0.0	100.0%	100.0%
Mellon Bank File	Mellon	FMS	EAIP2	96	6.8	6.8	99.7%	99.7%
National Student Loan Data System	NSLDS	COD	EAIP1	100	0.0	0.0	100.0%	100.0%
National Student Loan Data System	NSLDS	FPDM	EAIP2	100	6.8	6.8	99.7%	99.7%
National Student Loan Data System	NSLDS	eCB	N/A	100	0.0	0.0	100.0%	100.0%
National Student Loan Data System	NSLDS	Ombudsman	N/A	100	0.0	0.0	100.0%	100.0%
Post-Education Participant System	PEPS	COD	EAIP1	96	0.0	0.0	100.0%	100.0%
Post-Education Participant System	PEPS	eCB	EAIP2	96	6.8	6.8	99.7%	99.7%
Post-Education Participant System	PEPS	FPDM	EAIP2	96	6.8	6.8	99.7%	99.7%
Student Aid Internet Gateway	SAIG	COD	EAIP1	96	0.0	0.0	100.0%	100.0%

**EAI Related Outages**

Date	Description	Interface Affected	Transactional Data Impact	File Transfer Impact	Length of Outage		
					Hours	Mins	Total hours
1/11/2003	MQSeries on SU35E3 hung	SU35E3	Degradation of Service - All real-time transactions automatically routed to clustered EAI server (SU35E14).	Service Outage - All bulk file transfers via Data Integrator were queued until MQ Series was restarted.			
1/25/2003	MQSeries on SU35E3 hung	SU35E3	Degradation of Service - All real-time transactions automatically routed to clustered EAI server (SU35E14).	Service Outage - All bulk file transfers via Data Integrator were queued until MQ Series was restarted.	1	45	1.75
2/8/2003	MQSeries on SU35E3 hung	SU35E3	Degradation of Service - All real-time transactions automatically routed to clustered EAI server (SU35E14).	Service Outage - All bulk file transfers via Data Integrator were queued until MQ Series was restarted.	2	8	2.13
2/15/2003	MQSeries on SU35E3 hung	SU35E3	Degradation of Service - All real-time transactions automatically routed to clustered EAI server (SU35E14).	Service Outage - All bulk file transfers via Data Integrator were queued until MQ Series was restarted.	1	45	1.75
3/23/2003	Required MQSeries files were deleted causing an FMS interface problem	HPV2	None. Problem was encountered during a negotiated change window	None. Problem was encountered during a negotiated change window	1	10	1.17
					0	0	0.00

**Non EAI Related Outages**

Date	Description	Interface Affected	Transactional Data Impact	File Transfer Impact	Length of Outage		
					Hours	Mins	Total hours
1/2/2003	The CICS DPL bridge on CPS was down	CPS-FAFSA	Information stored on CPS was unavailable to FAFSA users. Users received a message, 'We are unable to confirm your request: Try again later' and their transaction was queued. Once fixed, all queued transactions were processed successfully.	None.			
1/7/2003	The CICS DPL bridge on CPS was down	CPS-FAFSA	Information stored on CPS was unavailable to FAFSA users. Users received a message, 'We are unable to confirm your request: Try again later' and their transaction was queued. Once fixed, all queued transactions were processed successfully.	None.	0	43	0.72
1/10/2003	The CICS DPL bridge on CPS was down	CPS-FAFSA	Information stored on CPS was unavailable to FAFSA users. Users received a message, 'We are unable to confirm your request: Try again later' and their transaction was queued. Once fixed, all queued transactions were processed successfully.	None.	0	8	0.13
1/11/2003	The CICS DPL bridge on CPS was down	CPS-FAFSA	Information stored on CPS was unavailable to FAFSA users. Users received a message, 'We are unable to confirm your request: Try again later' and their transaction was queued. Once fixed, all queued transactions were processed successfully.	None.	0	28	0.47
1/21/2003	The CICS DPL bridge on CPS was down	CPS-FAFSA	Information stored on CPS was unavailable to FAFSA users. Users received a message, 'We are unable to confirm your request: Try again later' and their transaction was queued. Once fixed, all queued transactions were processed successfully.	None.	1	12	1.20
2/12/2003	Mainframe and EAI MQ Series Support reported contention for the production DB2 data bases between the online FAFSA sessions the OAM Image Copies, and the SAIG batch job.	CPS-FAFSA	Approximately 5000 FAFSA users experienced timeouts when performing a school code lookup or submitting their application. No applications were lost.	None.	0	34	0.57
2/18/2003	Jamaica disk on HPV1, used by EAI server SU35E3, physically failed. As a result, the file system export\data\mqm mounted on HPV1, was unavailable to SU35E3	SU35E3	There was no outage. Some transactional traffic failed over to su35e14.	Larger batch transactions were delayed.	0	55	0.92
3/3/2003	FAFSA transactions to CPSP were building up because the OAM OSMC task (copies images to tape) was in the highest priority processing class and consuming all available CPU processing capacity	CPS-FAFSA	FAFSA users were experiencing session time outs, but applications that were submitted to CPS were captured.	None.	5	5	5.08
3/8/2003	OAM OSMC storage group39 filled up which prevented additional images to be stored by the IDC application. This, in turn caused IDC MQSeries messages to fill up a system pageset that was shared between the IDC and FAFSA applications	CPS-FAFSA	Both the FAFSA online and online image store process were un-usable during this time	None.	0	18	0.30
3/18/2003	Loss of cluster objects for the repository queue manager	CPS-FAFSA	The FAFSA application was unavailable to users.	None.	3	50	3.83
3/27/2003	The autonomy properties file (/www/ftwtdemo/autonomy) was missing on SU35E9	FAFSA	FAFSA Demo Prod School Code Lookup and search functions not available to users.	None.	4	53	4.88
4/10/2003	The cluster channels on the mainframe showed to be in a run state, however, on the servers, the channels showed to be stopped.	CPS-FAFSA	Users not getting confirmation responses on transactions. Also, during this time, FAFSA on the mainframe is unavailable to the users. This issue caused 1000+ messages to be stalled. All transactions for the mainframe were queued and processed once the channels became operational.	None.	0	59	0.98
					1	5	1.08